

Technical Branch
Inspectional Group
Transit Series

TRANSIT ROUTE SUPERVISOR

08/96 (TLW)

Summary

Under general supervision, on assigned shift, coordinate and inspect coach routes and time schedules for fixed route and demand response service.

Typical Duties

Ensure operators adhere to routes, schedules and safety rules within assigned sector. Involves: assisting operators with pre-inspection to meet pullout times; monitoring operators adherence to prescribed routes and schedules; inspecting coaches and bus stops for general appearance and satisfactory operation; enforcing legal requirements regarding accessibility to public transportation; performing minor repairs on in-service buses to avoid bus changes; reporting equipment malfunctions to maintenance division; inspecting field operating conditions, bad roads or streets; arranging and enforcing detours when necessary; checking coach stops for safety and passenger load factors, transfers, time intervals of runs, adequacy of service and proper locations of passenger zones; reporting route hazards, and schedule problems for action by Transit Planning; issuing bus zone parking violations citations.

Investigate complaints and accidents. Involves; assisting drivers in emergency situations; controlling and directing traffic at accidents and breakdown scenes to avoid danger to bus and public; investigating traffic accidents by obtaining witness information, taking measurements at scene, and photographing accident scenes, damaged bus shelters, dangerous bus stops and oil spills for required reports; transporting customers in case of breakdowns and operators for drug testing; meeting with insurance agents as needed in reference to accidents and incidents; interviewing drivers in response to customer complaints about service and advising supervisor of findings.

Supervise assigned personnel. Involves: scheduling, assigning, instructing, guiding, checking and evaluating work; arranging for or engaging in employee training and development; enforcing personnel rules and regulations, standards of conduct, work attendance, and safe working practices; ensuring adherence to applicable regulatory and departmental standards; counseling, motivating and maintaining harmonious working relationships among subordinates.

Perform related work as required. Involves: recommending service improvements; maintaining records and preparing reports; checking farebox for proper data, securing farebox vaults and collecting money from operator when farebox breaks down; delivering legal paperwork, suspension and termination papers; assisting in dispatching duties such as working the radio console and window; testifying in court or employee hearings; participating in civil defense exercises.

Minimum Qualifications

Training and Experience: Graduation from high school or GED and four (4) Years as a Coach Operator; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Considerable knowledge of: transit routes and schedules; city streets, intersections and geographical layouts. Good knowledge of capabilities and specifications of coaches and coach equipment such as turning radius, weight, height and length in order to determine bus routing, detours, and charters. Some knowledge of supervisory techniques.

Ability to: identify problems and take remedial action; tactfully and courteously respond to questions from the public; maintain an accurate log of activities; memorize a series of procedural steps; perform basic arithmetic computation; establish and maintain effective working relationships with fellow employees and the general public; justly and impartially exercise delegated authority to lead, motivate, train and evaluate assigned personnel; express oneself clearly and concisely, both orally and in writing; maintain records and prepare reports.

Special Requirement: Positions assigned duties which require a Commercial Driver's License (CDL) to operate vehicles on public thoroughfares, [or positions of a safety sensitive nature within Mass Transit], are subject to federal drug and alcohol testing regulations, which include preemployment, post-accident, reasonable suspicion, random, return to duty and follow-up testing.

Licenses and Certificates: Texas Class "B" Driver's License (CDL) or equivalent issued by another state by time of appointment.

Director of Personnel

Department Head

OFFICIAL